

Guest & Visitor Training

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Overview

- Role of the GUV Center in training
- Areas identified for improvement
- Proposed improvements

Role of GUV Center in Training

- All guest, users, and casual visitors to the laboratory are checking-in at GUV Center
- OEP students, employees, and contractors DO NOT check-in at the GUV Center
- GUV Center equipped for on-line training
- Guests receive the initial level of training required
- All additional facility-specific training will remain the responsibility of the host
- Captive audience, goal to train during check-in

Improvement: Orientation Forms

- GUV needs to know what training requirements are for departments guests
 - Need orientation forms or
 - JTA in BTMS
- Immediate procedural change to obtain orientation forms
- Plan for future improvements

Proposed Fix Now

- Proposal: send training coordinators registration forms via e-mail to initiate an orientation form
- Forms can be submitted electronically to the guvcenter@bnl.gov
- If orientation forms are not available at check-in
 - A generic form will be given to the guests requiring
 - Guest Site Orientation
 - Cyber Security
 - Guest will be instructed to see department training coordinator

Future Upgrade

- Incorporate orientation form into the GIS registration process
 - Electronically complete fields on orientation form where possible (name, department, training/ESH coordinator)
 - Attach to guest record in PeopleSoft

Is this a logical step forward?

Other Possible Improvements

- Improve on guest awareness of safety and training
 - Written documentation
 - Laminated cards
 - Safety brochure/Guidebook for Guests Conducting Research
 - Verbal connection
- Notification to safety/training personnel and hosts of guests on-site with outstanding training

Other Areas for Improvement

- US citizens aren't always checking-in
- Train people to use Guest Arrival Notification System

What is our next step forward on written and verbal improvements?